

PATENT ABSTRACTS OF JAPAN

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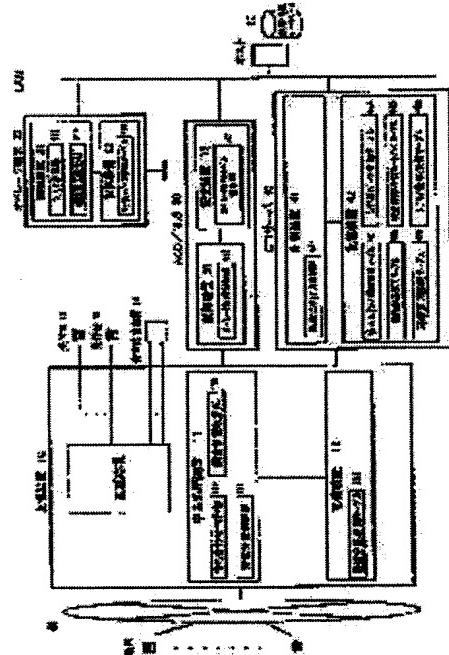
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(54) OPERATOR REPLY SCENARIO SYSTEM

(57)Abstract:

PROBLEM TO BE SOLVED: To display a scenario optimum to a state on an operator terminal by selecting a prescribed scenario among plural scenario parts depending on one of plural conditions so as to set a reply scenario.

SOLUTION: Plural scenarios for the operator to make a reply to a customer are set to a CTI server 40 as plural scenario parts to configure them. The CTI server 40 selects a prescribed scenario part among plural scenario parts depending on various conditions at a reply by the operator to assemble a scenario. The assembled scenario is displayed on a display screen of an operator terminal 20 and the operator makes a reply to a customer according to the scenario. Thus, this system contributes to improvement of customer satisfaction with respect to a telephone reception in an enterprise or the like and improvement of time operator work environment.



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